

2014 Due Dates

CY	1	2	3	4	5	6	7
Acct. #	010-070	080-132	140-177	180-200	210-238	240-264	270-320
Due Date	Jan 23	Jan 24	Jan 29	Feb 6	Feb 10	Feb 14	Feb 18
Due Date	Feb 20	Feb 26	Feb 27	Mar 5	Mar 10	Mar 13	Mar 17
Due Date	Mar 21	Mar 26	Mar 28	Apr 3	Apr 8	Apr 14	Apr 17
Due Date	Apr 22	Apr 24	Apr 29	May 6	May 9	May 12	May 15
Due Date	May 22	May 23	May 29	June 6	June 10	June 13	June 17
Due Date	June 20	June 26	June 27	July 3	July 10	July 15	July 17

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Murfreesboro Water
and Sewer Department



MURFREESBORO WATER AND SEWER

300 NW Broad Street
PO Box 897
Murfreesboro, TN 37133-0897
Tel: (615) 848-3209
Fax: (615) 907-2254
TTY: (615) 848-3214

Operating hours:
8 AM - 4:30 PM (M-F)

www.murfreesborotn.gov

MURFREESBORO WATER AND SEWER DEPARTMENT

Welcome
MWSD
Customers!

Mission Statement:
To effectively serve and
assist customers of the
Murfreesboro
Water and Sewer
Department in a prompt
and courteous manner.

Tel: (615) 848-3209

Welcome to MWSD!

Service:

The water and sewer service is initiated by visiting the Customer Service office. No deposit is required, however there is a \$40 non-refundable service initiation fee. This fee also applies for transfer of service, new service and landlord requests. A valid state issued drivers license is required to complete the service request. Service can usually be provided the same day for requests made before 3 PM. There is an additional \$75 charge if water is turned on after hours. Customers will receive bills for minimum or actual consumption until their service is terminated.

Billing:

The Water and Sewer Department reads every meter and bills every customer monthly.

- Bills may be paid by:
- Bank draft
- Drive-up windows
- Walk-in service counter
- Night depository
- Credit Card & E-Check / E-Saving - in office or <http://www.murfreesborotn.gov/index.aspx?NID=431> - If you choose to pay with these methods there is an additional cost paid to a third party company.

Bank Draft

A voided check is required to initiate bank draft. A form is also available to terminate or change your bank draft.

Payment:

Bills are due in full by the due date. Once disconnection has occurred, a non-payment fee will be added to your balance due. The disconnection date is displayed in the important information section of your bill. An extension can be obtained, in person, prior to your disconnection date to avoid interruption of your service. Only one extension may be granted at a time.

Accounts that have a \$50.00 or greater balance and have one months bill unpaid will be subject to disconnection of the water and a non-payment penalty fee will be added to the account at 9 AM on the cut off date.

Leak Adjustments

A bill that is substantially higher than normal, because of a water leak, may be eligible for reduction.



Pool Adjustment Form

When you fill your swimming pool you may be eligible for an annual pool adjustment credit.

During the months of April-October, leaks and pools that are filled are automatically adjusted on their monthly bills. Call Customer Service at (615) 848-3209 before downloading and submitting a pool or leak adjustment form.

Stopped Sewer

Call (615) 893-1223 at any time if your sewer is stopped. We will identify the problem and clear the line on the City's side of the cleanout. This service is free of charge. However, the city cannot clear blockages within the customer's plumbing.

Holidays

The office will be closed for:

- New Years Day
- Martin Luther King Day
- Presidents Day
- Memorial Day
- Independence Day
- Labor Day
- Veterans Day
- Thanksgiving Day and the day after Thanksgiving
- Christmas Eve and Christmas Day